

State Enhanced 9-1-1 Advisory Committee Meeting Minutes February 19, 2004

Members Present:

Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*
Mike Akin, *Association of Washington Cities - West*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
Dave Cowardin, *Washington State Association of Fire Chiefs*
Marlys Davis, *King County*
Dick Dickinson, *Wireless Carrier*
Chris Mace, *Washington Association of Sheriffs and Police Chiefs*
Lynn Mell, *Wireless Carrier - T-Mobile USA*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Lanette Scapillato, *Rural Counties - West*
Dennis Snook, *Washington State Association of Counties - East*
Markus Volke, *Qwest*
Marj Williams, *Urban Counties - West*

Alternate Members Present:

JoAnn Boggs, *Washington State Emergency Management Association (WSEMA)*
Steve Reinke, *Rural Counties - East*
Patti VonBargen, *Association of Washington Cities – East*
Wayne Wantland, *Urban Counties - East*

Guests Present:

Kate Rico (*Lewis*), Ben Keller (*Garfield*), Kathy Miller (*Qwest*), Pam Boad (*Mason*), Darlene Mainwaring (*City of Kittitas*), Deanna Wells (*Cowlitz*), Jean Nealy (*Clark*), and Terri Thornberry (*RiverCom*).

County Coordinators Present:

Patti VonBargen (*Asotin*), John Fleckenstein (*Chelan*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*). Dennis English (*Douglas*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Mary Allen (*Grant*), Peggy Fouts (*Grays Harbor*), Tom Shaughnessy (*Island*), **Marlys Davis** (*King*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), **Lanette Scapillato** (*Lewis*), Dee Ann Edwards (*Lincoln*), **Mike Akin** (*Mason*), Stephanie Fritts (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), Deb Welsh (*Skagit*), **Marj Williams** (*Snohomish*), Debby McCanna (*Stevens*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), **Patti VonBargen** (*Whitman*) and **Wayne Wantland** (*Yakima*).

State Office Staff Present:

Bob Oenning, Kurt Hardin, Catherine Bartholomew, Dave Irwin, William Boyd, Lorri Hergert, and Teresa Lewis.

ACTION ITEMS from January 15, 2004 Meeting:

- ♦ **Send out the FY05 Contract timeline.**
Completed - Handed out at the February 19 Advisory Committee meeting and emailed to the counties on February 2, 2004
- ♦ **Nextel and State staff conference call concerning Phase I and II implementation options.**
 - *Ongoing coordination effort with NEXTEL.*

ACTION ITEMS from February 19, 2004 Meeting

- ♦ **Jim Quackenbush motioned to approve the minutes from the January 15, 2004 meeting as amended. Dan Aycock seconded the motion. The motion carried.**
- ♦ **Dave Cowardin motioned to close the nominations for Advisory Committee Chair and Vice Chair. Wayne Wantland seconded. The nominations where closed.**
- ♦ **The State office will be sending out the FY05 Contract Policies in the near future.**
Completed – the policies and applications were emailed out on March 16, 2004 and distributed at the Coordinator Forum on March 2, 2004
- ♦ **The State Office will be sending out a notice to the counties reminding them to get their subscriber counts to the State Office so the office can get them to Qwest by the end of March.**
Completed – letters were sent on February 26, 2004 and extending the deadline until March 15, 2004.
- ♦ **The issue to put or not put county contact information on the E911 Webpage. This issue will be discussed at the County Coordinator Forum so that it can be resolved.**
Completed - This was discussed at the Coordinator Forum and the decision was made to allow each county to decide what information they wanted on the web page for their county. An email was sent to the counties on March 17, 2004 asking for the information they want posted on the Webpage with a deadline of April 15, 2004.
- ♦ **The E911 Advisory Committee – At Large position will be discussed at the Coordinator Forum.**
This issue was discussed at the Coordinator Forum in length with a focus on what function of an at large member performs and in specific the role the current At Large has played in the long term development of the 911 program in the State. This item is on the E911 Advisory Committee meeting March 25, 2004 agenda.
- ♦ **Send out the Advisory Committee by-law changes to advisory committee members via email.**
Completed – the proposed bylaw changes where emailed out on February 23, 2004

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:45 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (January 15, 2004): On Page 1, under Alternate Members: replace *West* with *East* behind Greg Partch's name. On Page 2, under Action Items, fourth bullet should actually read as follows: '*Dan Aycock motioned to accept the recommendations of the subcommittee and that they be forwarded to the State E911 Administrator for adoption with the exception that we disregard the slide that talks about the July 2005 issues and the mapping administration process and that funding remain as it is currently in the current contract year.*'
Jim Quackenbush motioned to approve the minutes from the January 15, 2004 meeting as amended. Dan Aycock seconded the motion. The motion carried.

Old Business:

Chris Fischer opened the floor for any new nominations for the Advisory Committee Chair and Vice Chair. Jim Quackenbush re-nominated Chris Fischer as chair. Mike Akin seconded the nomination. **Dave Cowardin motioned to close the nominations for Advisory Committee Chair and Vice Chair. Wayne Wantland seconded. The nominations where closed.** The results of the Chair and Vice Chair voting were as follows: Chris Fischer will remain the Chair and Steve Reinke will be the Vice-Chair for 2004.

Kurt Hardin presented the 2005 Contract Policy changes **[ENCL 1]**. The proposed recommended changes are as follows:

- ◆ Keep line items in the same priority order as this year for all items.
- ◆ Maintenance policy remains the same until the Maintenance Taskforce provides a recommendation (*maintenance is 10% of the original purchase price of the equipment*).
- ◆ Training policy remains the same until the Training Committee provides a recommendation (*there is no training policy at this time but it is in the process of being created*).

Basic Service

- ◆ Call taker Salaries
 - Total \$127,000 plus 2.7% adjustment (*take current salary and add a 2.7% adjustment for CPI and it will remain a common element*).

Statewide Dialing

- ◆ PSAP Mapping Maintenance (*new item*)
 - § 10% of the purchase price
 - § software & hardware only
 - § can be used for staff time, maintenance contract, or time and materials (*only one category*)
 - § Wireless specific
- ◆ Database Management (MSAG)
 - § Common element instead of wireline and wireless
 - § \$30,000 total plus 2.7% adjustment
- ◆ County 911 Coordinator
 - § \$45,000 plus 2.7% adjustment
 - § remains common element

The recommended change differences are as follows:

- ◆ Combined MSAG and add 2.7% CPI
 - § increased from \$30,000 to \$30,810
 - § becomes a common element
- ◆ County 911 Coordinator add 2.7%
 - § increased from \$45,000 to \$46,215
- ◆ Telecommunicator salaries add 2.7% CPI
 - § increased from \$127,000 to \$130,429

Kurt stated that there was a recommendation to maintain mapping administration at its current level. The State Office did not concur with this recommendation and revised mapping effective July 1, 2004. The revision was to change the wireless mapping administration from \$35,000 to \$30,000 and keep wireline mapping administration the same at \$5,000, which is only for equipment/software (*not for people*).

Kurt confirmed that next year's contract policies will be going out in the near future. He also talked about the FY05 Contract Timeline **[ENCL 2]**, the dates workshops will be held and deadline for applications.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

Marlys reported that Washington State has a new carrier, Air Peak, and it plans to offer service in the Spokane, Kennewick and Pasco areas. Their technology is similar to NEXTEL.

FCC Report – Marlys stated that the FCC held a meeting last Thursday regarding VoIP issues. The FCC issued a notice of proposed rulemaking (04-28). The FCC is seeking comments on the appropriate regulator treatment of Internet services, specifically for the regulator requirements if E911 should be extended to VoIP. *Wireless Number Portability* – The FCC reported that they have received over 5000 complaints from customers. The majority of those complaints stem from delays in porting from one wireless carrier to another. The FCC is reorganizing, and they will be creating a group that will be dedicated to 911.

Phase I and Phase II Service Agreements – The State Office sent a letter to all the counties and wireless carriers reminding them that the WAC requires them to have signed service agreements, or be able to show a good faith negotiation with the wireless carriers to be eligible for carrier cost recovery and state reimbursement.

Marlys Davis presented the Phase I **[ENCL 3]** and Phase II **[ENCL 4]** county status color charts. Information updates should be sent to Lorri Hergert at L.Hergert@emd.wa.gov. Information can be accessed on the website located at <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Nextel reported having to put a few counties on hold due to the local exchange carrier not providing an H-CAS alternative for wireless E911 service. Nextel is working with those counties to get Phase II installed. At this point, Nextel is unable to provide Phase I service without implementing Phase II first. The State Office and Nextel will be discussing this issue on a conference call to try and resolve this issue. Marlys reported that the State Office would begin picking up the Phase II LEC interface costs, as of December 1, 2003. Marlys wanted to remind the counties with State contracts, that the PSAPs must be ready to receive Phase II by June 30, 2004. Also, when you send a request letter to the carrier to order service, you need to include a copy of your letter to the LEC ordering the 30W upgrade service, or its equivalent, depending on the LEC.

For those counties that are in Qwest territory with the LEC interface tariff, you are allowed to use a tariff element that is at a lower cost if the subscriber count is provided to Qwest on an annual basis. That count is due to Qwest by the end of March and those counties that are late may revert back to the higher cost element in the tariff. The State Office will be sending out a notice to the counties reminding them to get their subscriber counts to the State Office by the end of February. For clarification, the information that is being requested is the subscriber count as of December 31, 2003 and is due to the State Office by the end of February, so that the information can be compiled and then sent to Qwest.

Default Routing by MSC – Marlys reported she has heard back from all the counties with the exception of one, on location of their wireless default PSAP in the county. The Washington State Patrol in Bellevue seems to be the main default. She is currently putting together information on the transfer numbers and pertinent information for the default PSAPs. That information will be given to the Washington State Patrol along with some training. Training is scheduled for February 25, 2004 with the WSP.

Lynn Mell stated that effective March 1, 2004 T-Mobile will no longer be looking to collect carrier cost recovery for Phase I from the counties in the State, but that T-Mobile will be seeking cost recovery up to March 1, 2004, if that money becomes available. Lynn announced that also starting on that date there will be a line item for regulatory fees place on the customer's bill.

Strategic Planning – Wayne Wantland:

Wayne announced that the first meeting was held on February 18, 2004. The group went through the Strategic Plan of 2001 in detail. They eliminated items that had been accomplished, added to some of the items that already exist, added new items, but then realized that even though that is a great document, it does not quite fit our current status in the 911 industry. The group decided to create two documents - one with the basic day-to-day duties and the other with specific goals to be accomplished over the next four years. The next meeting is to be scheduled around the next Advisory Committee. The date will be determined at a later date with notification to the counties.

Training – Chris Fischer:

Chris Fischer referred to the WCJTC Telecommunicator Quarterly Report **[ENCL 5]**. Chris also announced that the WCJTC just finished hiring some new instructors.

STATE OFFICE REPORTS:

Financial Status:

Catherine Bartholomew stated that the counties are spending the 911 funds. Due to natural disasters and new staff, the State E911 Office is a little behind in the payment process but that will be remedied quickly. She thanked those counties for their patience in this training process of new employees. Catherine presented the E911 state fund balances through December 31, 2003 **[ENCL 6]**. She pointed out that the December income figures are high, but that November and January figures are extremely low **[ENCL 7]**. This slide shows the biennium budget.

Legislative Issues:

911 Legislation – Bob Oenning noted that Senate Bill 1250 was scheduled to be voted on but now that has been delayed due to other matters. The Senate Bill will be voted on this year and will go to conference committee before going to the President. They have just been delayed at this time.

Homeland Security – Bob Oenning reported that there is a move to consolidate the Homeland Security Grants and to get the money out the door to the states. Discussion ensued regarding the Homeland Security grants at the region level and how some counties feel it is not getting down to the county level and therefore is not getting to the PSAPs as well.

FCC – Bob Oenning announced that the FCC had a great meeting with NASNA and committed to work with the States on 911 issues. NRIC 7 is up and running and is focused on 911. Voice over Internet Protocol (VoIP) Initiatives will not move as fast as expected. NENA has formed a full committee to work on the issue. They are trying to come up with immediate solutions as well as long term ones. Another issue is the locator service phone numbers that you call before you dig, where there may be underground facilities. There is a mandate from Congress to make that number a national 3-digit number. Information gathering about PSAPs is another big issue at this time. So please send in the correct information about your PSAP.

NENA SWAT – Bob Oenning reported that the NENA Report came out. You may view it <http://www.nena.org>.

311 – Bob Oenning reported that 311 is moving ahead again. Counties may apply for a Dept. of Justice grant to implement 311 (the grant does not cover the entire costs). APCO is supporting persons who answer 311 calls to be trained to know when those calls need to be transferred to 911. In two states (Florida and Utah) they are trying to open 911-mandated funds to support 311.

PSAP Registry – Bob Oenning stated that it is important that the correct information be given and that the territory that every PSAP serves is included in that registry. Intrado updates this registry under

contract with NENA. Discussion ensued regarding this issue and the issue of removing the county coordinator list from the Webpage. The intent was to remove the physical address of the PSAPs from the Webpage and then it was asked that everything be removed. This issue will be discussed at the County Coordinator Forum so that it can be resolved.

NEW Business:

Chris Fischer asked if anyone from the E911 Advisory Committee would like to be a representative on the State's Committee on Homeland Security. This will not be a voting seat, but will represent 911 and its issues. Jim Quackenbush agreed to be the representative, with Mike Akin as an alternate.

Kurt Hardin and Bob Oenning presented some proposed recommended Advisory Committee By-Laws changes **[ENCL 8]**. The changes are as follows:

Page 1, Article II, Section 2, #3

- ◆ delete 'to be chaired by a representative of the E911 Advisory Committee'

Page 2, Article III, Section 2, Other Membership

- ◆ move '# 20 through 22 up under Section 1' – these wireless positions are statutory memberships.

Page 2, Article III, Section 2, Other Membership

- ◆ delete 'large' and 'small' on #24, 25, 26, and 27.

Page 2, Article III, Section 1

- ◆ add 'The Director of the WA Military Department – The Adjutant General appoints members and alternates'

Page 2, Article III, Section 3, Representatives

- ◆ add 'sponsoring'

Page 3, Article III, Section 6, Attendance

- ◆ add 'At least annually, leadership of the represented organization will be sent a summary of attendance' and 'for organizations not specifically afforded membership in statute.'

Page 3, Article IV, Section 1, Chairperson

- ◆ delete 'and ensure publication of'

Page 5, Article V, Section 5

- ◆ add 'revised'

Page 5, Article VII, Section 2

- ◆ delete 'other'
- ◆ add 'one' and 'appointed by the County 911 Coordinator'

There was a question raised about the 'At Large' position and how it was appointed and who appoints it and for how long. Discussion ensued regarding this. It was decided that it would be discussed at the County Coordinator Forum in March. The proposed changes will be emailed out and voted on at the March Advisory Committee changes.

The next meeting will be held THURSDAY, MARCH 25, 2004 at THE RADISSON SEATAC HOTEL.